International disability approach, recommendations

TotalEnergies

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Editorial

TotalEnergies implements an ambitious disability approach throughout its international subsidiaries.

Operating in 130 countries, with nearly 90,000 employees and a long-standing commitment to the issue of disability in France, TotalEnergies decided in 2018 to implement an ambitious approach to promote the employment of people with disabilities in its international subsidiaries.

This commitment is reflected in Patrick Pouyanné's signature of the ILO Global and Business Disability Network Charter and his membership of the ILO's Global Business Disability Network.

This signature boosts the quality of integration in employment of people with disabilities, in line with the Company's values of respect for others and strength of solidarity. It reinforces the Company's overall policy on equal opportunities and non-discrimination, and is part of a progress initiative adapted to each entity.

As a sustainable development issue, disability approaches are an integral part of CSR strategies, with a strong link to local cultures. The definition of disability given by the ILO and the principles of the Charter enable local deployment based on fundamentals which are common to everyone.

The ten principles composing the ILO's Charter for Business and Disability provide a strong, simple reference framework for

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the implementation of policies and practices relating to non-discrimination, access to and retention in employment, accessibility and respect for confidentiality. They are fully consistent with the Care Together by TotalEnergies program, which aims to make our Company an enjoyable place to work.

This Business Guide lays the foundations for an initial approach, with the aim of helping the D&I Representatives of the entities involved in this initiative to assimilate the subject.

Introduction

TotalEnergies has signed the ILO Global Business and Disability Charter, which is based on ten principles.

❶ Respect and promotion of rights

«Promote and respect the rights of persons with disabilities by raising awareness and combatting stigma and stereotypes faced by persons with disabilities.»

❷ Non-discrimination

«Develop policies and practices that protect persons with disabilities from all types of discrimination.»

❸ Equality of treatment and opportunities

«Promote equal treatment and equal opportunities for persons with disabilities by providing reasonable accommodation in the recruitment process, on-the-job, apprenticeships, training, job retention, career development and other relevant terms and conditions of employment.»

❹ Accessibility

«Progressively make the company premises and communication to staff accessible for all employees with disabilities.»

❺ Job retention

«Undertake appropriate measures to enable current employees who acquire a disability to retain or return to their employment.»

International Labour Organization

❻ Confidentiality

«Respect confidentiality of personal information regarding disability.»

❼ Attention to all types of disabilities

«Consider the needs of those persons with disabilities who face particular challenges accessing the labour market, including persons with intellectual and psychosocial disabilities.»

❽ Collaboration

«Promote employment of persons with disabilities among business partners and other companies and collaborate with national employer and business networks on disability as well as with organizations working to advance the rights of persons with disabilities.»

❾ Evaluation

«Review regularly the company disability inclusion policies and practices for their effectiveness.»

❿ Knowledge sharing

«Report on company efforts to promote the employment of persons with disabilities to all relevant stakeholders and share information and experiences with the members of the ILO Global Business and Disability Network. The ILO will utilize the company reports and practices in its own communication, wherever relevant.»

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1

Recruit

ILO principle Deployment

Stakeholders express high expectations in terms of CSR.

Recruiting people with disabilities is nowadays a major international issue.

Skills and talents are independent of disability and every individual can make a significant contribution to the success of an organisation. Employers are therefore encouraged to look beyond stereotypes and offer equal opportunities to everyone.

This inclusive approach is not limited to one region or one country, but takes a global perspective, where diversity is seen as a source of wealth and an asset for business growth and innovation.

PRINCIPLE No. 3 : Equality of treatment and opportunities

«Promote equal treatment and equal opportunities for persons with disabilities by providing reasonable accommodation in the recruitment process, on-the-job, apprenticeships, training, job retention, career development and other relevant terms and conditions of employment.»

International Labour Organization

Why should we recruit people with disabilities?

Recruiting people with disabilities represents several challenges for the Company.

MANAGEMENT	• Strengthen the ability to accept and manage special situations. • Integrate new management models.
POLITICS	• Unite the team around a meaningful project. • Involve the social partners in a consensual approach.
HUMAN RESOURCES	• Access new pools of candidates. • Develop talents. • Create partnerships between schools and universities. • Ensure professional equity for all.
CORPORATE RESPONSABILITY	• Strengthen the integration of more vulnerable members. • Broaden the scope of CSR in line with the UN's sustainable development objectives. • Mobilise internal resources around a theme of solidarity.

IMAGE

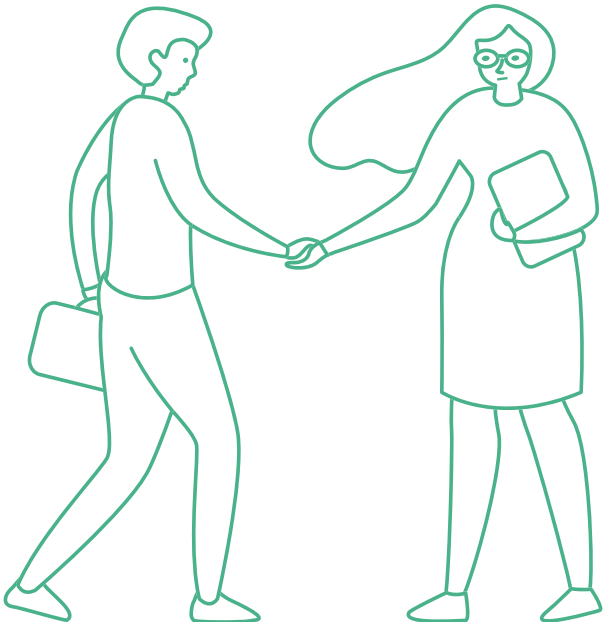
- Develop a positive image both internally and externally.
- Enhance the attractiveness of the employer brand.
- Pride of belonging.

INNOVATION

- Create new products and services.
- Develop new ways of organising and collaborating.

PREVENTION

- Adapt workstations/improve working conditions.
- Reduce the number of cases of incapacity.
- Prevent the risks of litigation (discrimination disputes).



Toolbox: recruitment, how to proceed?

There are several points to bear in mind when interviewing people with disabilities.

ATTITUDES TO BE ADOPTED DURING THE JOB INTERVIEW

As with any other candidate, the aim of the interview with people with disabilities is to check that they have the skills required for the position to be fulfilled.

It is therefore conducted in the same way, with a few points to bear in mind:

❶ Facilitate job interview

For example, if candidates tell you that they are deaf, suggest that they come accompanied by a sign language interpreter.

If candidates state that they have a disability before the interview, ask whether any adjustment are necessary. Even if the disclosed disability is invisible, work with them to specify their equipment and organisational needs.

❷ Make it clear what is expected of the job

Make sure the candidate understands what is expected of the job. Rephrase if necessary.

❸ Suggest a visit to the site, if appropriate

Particularly in cases of mobility impairment.

DARE TO ASK QUESTIONS

During the interview, ask all the questions you need to fully understand the candidate's specific needs and assess the reasonable adjustments that need to be made to ensure successful integration. Ask these questions tactfully and respectfully, focusing on the candidate's skills and experience in relation to the position being offered.Create an open dialogue where the candidate can share their needs without fear of discrimination.

> **Encourage candidates to talk about their disability - transparency and dialogue will help you find the most appropriate solutions.**

This transparent approach promotes fairness in the recruitment process and helps build a company culture that is inclusive and welcoming to all.

A FEW ADVICE

DO

- Focus your questions on the skills and competencies required for the job.
- Describe the content of the job in detail and ask applicants clearly what they need, and what arrangements may need to be made.
- Consider the difficulties encountered and the adjustments made in previous jobs.
- Whatever the nature of the disability and its impact on suitability for the job, conduct your discussions in a respectful and professional manner.
- Clearly state the reasons for any refusal.

DON'T

- Do not ask any personal question about the circumstances, origin or nature of the disability.
- Don't be overly empathetic: maintain a certain degree of detachment so that you can analyse the situation objectively.
- Don't make assumptions. Some pathologies are highly visible, others completely invisible. Don't try to 'guess' which pathology it is.
- Exclude any condescending or, on the contrary, compassionate communication.
- Don't leave the candidate with no answer.

THREE LEVELS OF INFORMATION

❶ The applicant's disability is known BEFORE the job interview

You can conduct a quick pre-qualification telephone interview to confirm the skills required, clarify the candidate's motivations and ask about any specific requirement in relation to the recruitment process (e.g. accessibility of the interview location).

❷ The applicant's disability is revealed DURING the job interview

You can ask the candidate to explain the consequences for their professional activity and any adjustment that might be required.

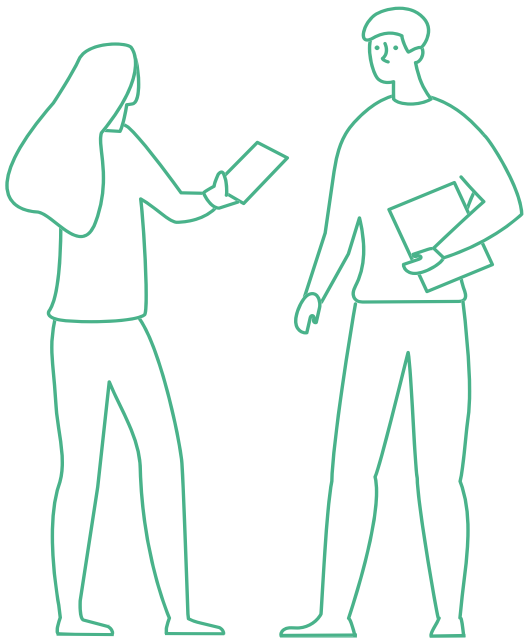
❸ The candidate gave no information about his disability, yet...

Any candidate interviewed may have a disability (80% of disabilities are invisible). You can highlight the Company's values in terms of integration and give examples of certain initiatives in favour of people with disabilities.

Whatever your level of information, during the interview you should address the candidate in a factual, clear and objective way.

Don't focus on the disability itself, but rather on the person's career path and how they fit in at work.

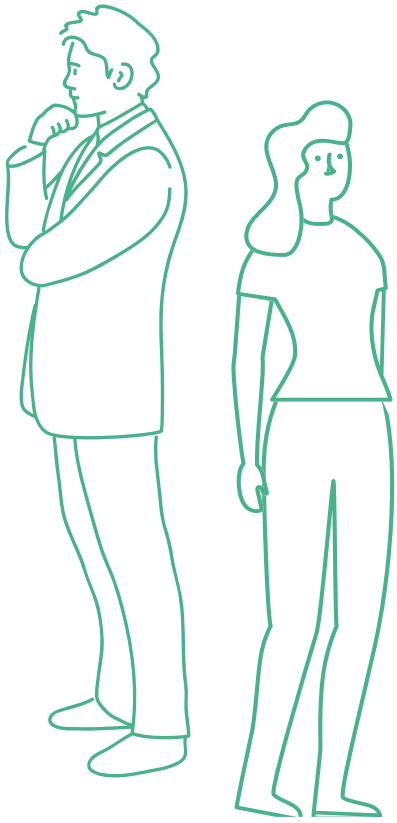
NB: it is strictly forbidden to ask questions of a medical nature, either in writing or orally.



BREAK AWAY FROM CLICHÉS

Every person, with a disability or not, has unique training, skills and experience that determine their suitability for certain jobs.

Recruiters must avoid overly linear thinking, which can be discriminatory. So, rather than relying on stereotypes, it is essential to recognise the diversity of talent and create opportunities tailored to each individual.



Once a person has been recruited, the Disability Advisor has a key role to play in facilitating their integration:

- Organise an «Onboarding» session to familiarise new employees with the Company, the department and the job.

- Ensure that notes, manuals, regulations and procedures, particularly HSE procedures, are communicated in accessible format.

- With the agreement of the person concerned, the team can be offered disability awareness training to help them understand their colleague's specific needs.

2

Raise awareness

ILO principle Deployment

Raising awareness of disability is a key element in building an inclusive corporate culture.

Disability is not limited to a physical or mental condition; it is a social issue that applies to each one of us, directly or indirectly.

We need to educate every employee about the diversity of disabilities and how we can all contribute to a welcoming and suitable working environment.

In this chapter we will look at common misconceptions, share inspiring stories and suggest simple but effective methods of changing the way we look at disability and enriching our collective professional lives.

PRINCIPLE No.1: Respect and promotion of rights

«Promote and respect the rights of persons with disabilities by raising awareness and combatting stigma and stereotypes faced by persons with disabilities.»

International Labour Organization

Preconceived opinions versus facts

Raising awareness contributes to better integration of people with disabilities.

Raising employees' awareness of disability helps develop a caring attitude, create an inclusive working environment where everyone's skills are recognised and valued, and change the way disability is viewed within the Company.

Some people may not understand the value of such an approach, either because they are unfamiliar with the subject or because they are not sufficiently aware of disability issues.

Social and cultural representations of disability vary greatly from country to country. These perceptions have a direct impact on the quality of professional integration for the people concerned.

This is why it is important to communicate the benefits of inclusion and accessibility for all.

MYTHS	FACTS
People with disabilities represent a small minority of the population, so it's not really a social issue!	1 in 7 people in the world has a disability, i.e. 15% of the world's population (1 billion people!), 80% of whom are of working age.
At first glance, it's easy to tell whether someone has a disability..	80% of disabilities are invisible - so it's possible that one of your colleagues is affected without you even knowing it.
There are no wheelchair users in my unit, so there are no people with disabilities in my staff.	Wheelchairs account for only 2% of disabilities.
Disability is not my concern!	85% of disabilities occur in adulthood and 1 in 2 occurs after the age of 50... You could one day be affected.
Disability is a permanent condition.	Disability can be temporary (e.g. cancer).
People with disabilities are courageous and highly motivated.	Some are and some aren't! Beware of «positive» stereotypes, which can lead to exaggerated expectations!

Toolbox: how to raise awareness?

Raising awareness is a long-term process. Vary the content and form to reach as many employees as possible.

❶ INTERNAL RESOURCES

- Mission Handicap's SharePoint is open to all, with an international section: you'll find a range of resources (videos, replays) and a disability kit.
- The TotalEnergies' «World Tour of disability» guide, which you can also find on Mission Handicap's SharePoint.

❷ INTERNAL NETWORK

- Branch Disability Coordinators;

❸ TRAINING

- A digital module available on Lizzy: «Unlocking Disability».
- A course for managers «Management and Disability».

❹ PARTNERSHIPS

- Invite local associations working in the field of disability (open days, etc.) to talk to employees.
- Organise inspiring conferences and themed webinars with experts or well-known personalities.

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3

Keep people at work

ILO principles Deployment

Job retention embodies an inclusive approach, a source of diversity in the workplace.

It describes the steps and actions taken to enable people with disabilities to continue working under good conditions, despite any limitation linked to their disability.

This can include workstation adjustments, appropriate training, or specific support to make it easier for people with disabilities to work and develop their careers. The aim of these adjustments is to compensate for the consequences of the disability and reduce the disadvantages in the professional environment.

Job retention aims to preserve the physical and mental health of employees, while enabling the Company to benefit from their experience and skills.

PRINCIPLE No.2: Non-discrimination

«Develop policies and practices that protect persons with disabilities from all types of discrimination.»

PRINCIPLE No.5: Job retention

«Undertake appropriate measures to enable current employees who acquire a disability to retain or return to their employment.»

International Labour Organization

At the heart of a disability approach

All subsidiaries are obliged to implement adaptations for an employee or applicant with a disability, provided that the accommodation is deemed «reasonable».

A real lever for maintaining employment, so-called 'reasonable' adjustments eliminate or reduce to a minimum the constraints suffered by people with disabilities. These are necessary and appropriate modifications and adjustments that do not impose a disproportionate burden on the Company, to ensure that everyone has fair access to employment and full participation in the life of the Company.

To reduce or neutralise the consequences of disability, you can act either at the level of the individual or at the level of the environment.

WHAT DOES THE LAW SAY?

- In May 2023, the UN Secretariat drew up guidelines for reasonable accommodation (www.policy.un.org).
- The international Convention on the Rights of Persons with Disabilities (CRPD) and Directive 2000/78/EC of 27 November 2000 lay down the obligation to make reasonable accommodation for people with disabilities.

WHAT YOU NEED TO KNOW

Not all disabilities require a modified workstation!

Reasonable adjustments must be analysed on a case-by-case basis, considering the specific needs of each person, on the advice of the referring doctor.

Toolbox: adaptation of the working environment

The adaptation plan combines several features.

ORGANISATION

Flexible working hours, authorised absences for medical treatment, periodic teleworking for rehabilitation, etc.

COACHING

Mentoring, team awareness-raising, coaching, human support, assessment of acquired experience, skills assessment, etc.

TECHNICAL/PHYSICAL ASPECTS

Special equipment, access for wheelchairs, ergonomic chairs, hearing aids, adapting accessibility to IT tools, adapted transport, etc.

TRAINING
PROFESSIONNAL ASSESSMENTS

Skills assessments, refresher courses, training in the use of new softwares, etc.

The accommodation must be reasonable, i.e. viable, realistic and proportionate for all parties concerned (people with disabilities, colleagues, managers, etc.).

According to the ILO and in many countries, reasonable accommodation of disability is an employee's right.

Accommodating disability is not an act of positive discrimination! It is not an advantage, but a reduction in a disadvantage:

- Adjusting for an employee with a disability promotes equality of opportunities.
- This involves compensating the working conditions of these employees.

WHAT YOU NEED TO KNOW

Most work-related disabilities do not require technical/physical compensatory measures*.

58% of adjustments to the working environment of people with disabilities are cost-free**.

EQUALITY: does not consider the consequences of disability.

EQUITY: takes into account specific needs to reduce disadvantages linked to disability.

* Agefiph (French National Agency on Disability and Inclusion)
** US Job Accomodation Network

4

Make it accessible

ILO principle Deployement

Accessible premises remain a decisive criterion for welcoming and integrating people, and one that employers are aware of. Digital accessibility renews and broadens the challenges of inclusion.

Digital accessibility means making information and digital functions accessible to people with disabilities. It is essential to enable people with disabilities to benefit from the same services and information as other users. It means designing digital products and content that can be understood and used by everyone, considering the specific needs of different types of disability.

Digital accessibility means following a set of rules and best practices to ensure that digital media are accessible to everyone, whether they use assistive technologies.

PRINCIPLE No.4: Accessibility

«Progressively make the company premises and communication to staff accessible for all employees with disabilities.»

International Labour Organization

Required needs

Tailoring a job is meant to suit the specific needs of everyone.

USERS WITH DIFFERENT NEEDS

- Navigate using the keyboard only.
- Stop animations.
- Read descriptions of visual and/or audio media.
- Customise your display (enlarge or reduce text size, modify colours, change typography, etc.).

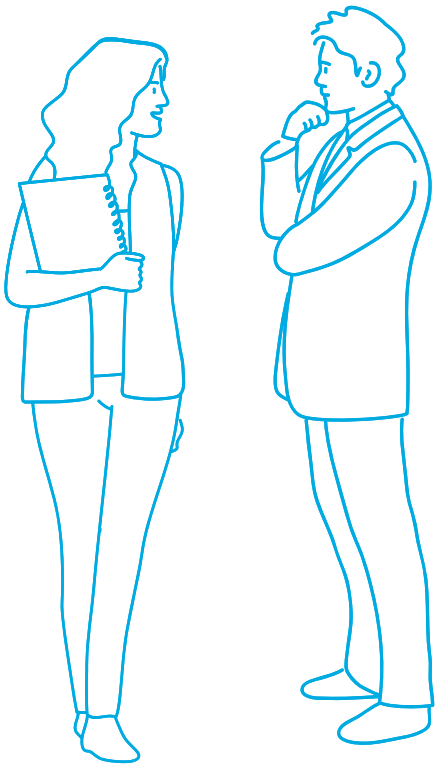
USE ASSISTIVE TECHNOLOGIES (ADAPTED SOFTWARES OR PERIPHERALS)

- A screen reader and Braille display for a person who has been blind since birth.
- A trackball for people with musculoskeletal disorders of the wrist.
- A voice command for a quadriplegic, etc.

Take the test!

The simulation-accessibilite.inria.fr website simulates the difficulties and limitations faced by users, depending on their disability, when digital accessibility is not respected.

Challenges



❶ A fundamental citizen's right

❷ A lever in the fight against discrimination

Example: if you publish a job offer online from a website that is not accessible, many people with disabilities will not be able to apply for it.

❸ A way to promote the inclusion of people with disabilities

Example: if a company's internal social network is not accessible, people with disabilities will not be able to take part in internal social life.

❹ A guarantee of independence for people with disabilities

❺ A legal obligation in most countries

(www.w3.org)

Digital accessibility has been incorporated into legislation throughout the world, particularly in Canada, the United States, the United Kingdom, Japan, India, Brazil and all European countries (sometimes with significant penalties for non-compliance).

Toolbox: how to implement accessibility?

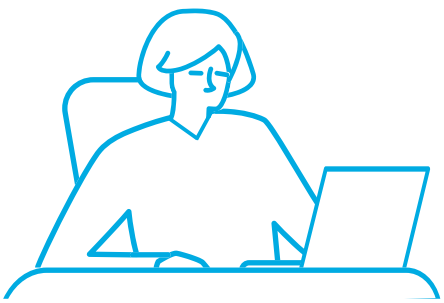
Following simple rules and good practice will ensure accessibility for all

NORMS

- The WCAG (www.w3.org) are the international standards that list all these rules.
- These rules are classified into 3 levels: A, AA, AAA.
- The WCAG are applied in the laws of many countries (minimum expected level AA).
- Some countries or regions have interpreted the WCAG to create their own standards, translated into the local language.

These more operational standards are used to assess compliance. For example:

- Eu, Canada: EN 301 549 (www.accessibilite.canada.ca)
- Germany: BITV (www.gesetze-im-internet.de)
- United Kingdom: ISO/IEC 30071.1 (www.iso.org)
- France: RGAA (www.accessibilite.numerique.gouv.fr)
- Luxembourg: RAWeb (www.accessibilite.public.lu), RAAM (www.accessibilite.public.lu) and RAPDF (www.accessibilite.public.lu)



The rules apply to all types of content and to every stage of a project. They include:

- The functionalities,
- The design,
- The developments,
- The contents.

Each team member has a role to play in taking account of accessibility rules. All digital media and services are involved.

FREE ONLINE RESOURCES

Web projects

Share these documents with the teams in charge of digital projects.

- Digital accessibility notices for web projects (www.accede-web.com).

Office documents

For anyone wishing to create an accessible Word, PowerPoint or PDF document.

- Available on Lizzy, Sequence 6.3 of the *Digital accessibility at all stages of a project (ref. 50698910)* training.
- Making your Word documents accessible (support.microsoft.com).
- Making your PowerPoint presentations accessible (support.microsoft.com).
- Digital accessibility notices for PDF (www.pdf-accessible.com) produced with InDesign.

Videos

To ensure that videos are accessible.

- Available on Lizzy, Sequence 6.2 of the *Digital accessibility at all stages of a project (ref. 50698910)* training.
- Accessibility of video, animation and audio content (a11y-guidelines.orange.com).

Microsoft Office Disability Answer Desk

Disability Answer Desk for employees who have difficulty using Windows and Office.

- www.microsoft.com.

Confidentiality

Disability Officers fulfill several commitments.

❶ Not to use the data to which it has access for purposes other than those for which they are responsible.

❷To disclose such data only to persons duly authorized, by virtue of their functions, to receive such data, whether such persons are internal or external to TotalEnergies.

-❸ Not to make any copy of this data except as necessary for the performance of their duties.

❹ Take all measures in accordance with usage and the state of the art within their area of responsibility to prevent the misuse or fraudulent use of this data.

❺ Take all precautions in accordance with usage and the state of the art to preserve the physical and logical safety of this data.

❻ Ensure, within the limits of their powers, that only secure means of communication are used to transfer this data.

❼ In the event of termination of their duties, to return in full the data, computer files and any information medium relating to such data.

PRINCIPLE No.6 : Confidentiality

«Respect confidentiality of personal information regarding disability.»

International Labour Organization

Contacts and resources

Resources

- To find out more, discover the TotalEnergies *«Disability World Tour»* Guide.

The Company wishes to sustainably train its employees to strengthen an inclusive dynamic in the field:

- A free, open-access digital module on Lizzy *«Unlocking Disability»* for all Company employees (ref. 61234578_001).
- A certified training course, *«Management and disability»*, dedicated to Managers and Talent Developers.

All available resources can be discovered on the Handicap/Disability Inclusion Mission SharePoint.

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TotalEnergies is a broad energy company that produces and markets energies on a global scale: oil and biofuels, natural gas and green gases, renewables and electricity.

Our 105,000 employees are committed to energy that is ever more affordable, clean, reliable and accessible to as many people as possible.

Active in more than 130 countries, TotalEnergies puts sustainable development in all its dimensions at the heart of its projects and operations to contribute to the well-being of people.

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